



COVID-19 Technology Response System

Weekly Update

January 8, 2021

Welcome to the Weekly Update for the COVID-19 Technology Response System.

The Department of Health and Senior Services (DHSS) offers a comprehensive and interoperable suite of software to empower public health agencies and give them all the tools they need to respond to COVID-19.

Each week we will provide information about new features, resources, upcoming releases, and other important information about the three tools that make up the Technology Response System: Electronic COVID-19 Case Reporting, EpiTrax and MO ACTS.

Check out the intranet sites here:

- [Electronic COVID-19 Case Reporting](#)
- [EpiTrax](#)
- [MO ACTS](#)

Question of the Week:

What is the process for getting MOACTS credentials?

In an effort to streamline the credentialing process for users requesting access to MO ACTS, we have revised the way login credentials are sent to users. When someone formally requests access to MO ACTS using our [Redcap Survey](#) and is "Approved" for use, they will receive an email with links to MO ACTS training opportunities and a notice that their credentials are being set up. Once the helpdesk is finished setting up their credentials, the user will get another email from both DHSS and Salesforce (creators of MO ACTS) with login information, usernames, and instructions on how to set their new passwords. This email will also include resources that can be used to learn more about MO ACTS going forward.

EpiTrax/MO ACTS Help Desk Hours:

Beginning Jan 11, the EpiTrax/MO ACTS help desk hours will be changing. New staffed hours will be Monday-Friday during regular business hours (8:00a-5:00p). You can continue to send e-mails to epitrax@health.mo.gov at any time and they will be answered when the Help Desk staff is available.

COVID 19 Technology Seminar January Topics:

Join us each Thursday in January to learn more about specific topics related to EpiTrax and MOACTS functionality and processes. You can find login information for each of these seminars on the Training Calendar found on the intranet sites

January 14 – Using the Events Tab in EpiTrax

January 21 – Positive Patient Feature in MOACTS

January 28 – User Round Table

EpiTrax and MO ACTS Engagement 2021:

You might have noticed that our regularly scheduled EpiTrax/MO ACTS events have relocated on the 2021 calendar. Moving forward, weekly training sessions will be held on Wednesday (EpiTrax at 9:00a and MO ACTS at 2:00p). Office hours/login assistance will take place each Friday at 1:00p.